

## Product Information

### Chart Printer Kit

Chart sells a printer kit that can be connected directly to the serial port of the TEC2000 or TEC3000 for those who prefer paper records. The Printer Kit P/N is 11544943.



## Helpful Hints & FAQ's

**Q:** The CD software is lost that normally is provided with the TEC COM USB kit; how can the software be retrieved? Is it necessary to order the CD?

**A:** The software is available online, free of charge, posted on Chart's Biomedical Website. Follow the steps to download:

1. Open a web browser, type in [chartbiomedical.com](http://chartbiomedical.com)
  2. Click on Resource Library
  3. Click on TEC2000/TEC3000 Resources
  4. Under Communications click on USB Communications Kit Installation (Download and follow the work instructions; save to computer)
  5. Under Communications click on USB Communications Drivers and save to computer
- Fast/Quick access method (To download now)  
 Click on this link: <http://chartbiomed.com/tec2000.cfm> and under Communications click on USB Communications Drivers and save to computer.  
 (See accessories below to order the TEC COM Kit, P/N 13376947)

Q: Freezers are normally shipped with a ½ oz tube of silicone P/N 13791518; does the silicone for the temperature probe need to be applied immediately after the freezer installation?

A: Not necessarily. The best recommendation is to verify with the freezer owner/user for their desired height of probes. It is a good idea to allow the freezer to cool down then apply the silicone.

## Accessories

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### TEC COM USB Kit

The TEC COM USB kit, P/N 13376947, is a useful tool to download data from both the TEC2000 and TEC3000 freezer controllers. The tool can assist with periodic maintenance and troubleshooting. Contact customer service.



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[www.PrincetonCryo.com](http://www.PrincetonCryo.com) | [Sales@PrincetonCryo.com](mailto:Sales@PrincetonCryo.com) | 800.232.2796